

STEVE MAINA

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🔗 Professional Summary

Experienced Operations Manager with experience in the hospitality industry streamlining processes, maximizing efficiency, and cultivating a positive work environment. Excels at managing budgets, developing systems, and building teams. Proven track record in managing all aspects of hotel operations, including front desk, housekeeping, food and beverage, and sales and marketing.

Expert in controlling inventory, monitoring budgets, training staff, and adhering to food hygiene policies. Record of accomplishments in boosting hotel revenues and ratings through customer query addressing, issue resolution, and operational readiness

Vast experience in providing administrative support for up to 50 staff members. Possess strong multi-tasking skills with the ability to simultaneously manage various projects and schedules.

🔗 Key Skills, abilities, and Competencies

Hotel Revenue Management, Client Relationship Management, Channel Management, Brand Positioning, Staff Performance Review, Brand Standards Review, Staff Training and Development, Customer Service Lead, Senior Management, Finance, Human Resources, Change Management, Strategic Planning, Financial Forecasting, Budgeting, P&L Management, Strategic Operation, Risk Analysis and Management, Talent Acquisition, Recruiting, Assessment Centers, Interviewing, Performance Management, Training and Development, Employee Engagement, Diversity and Inclusion Hotel Revenue Management, Client Relationship Management, General Hotel Operations, Customer Service, Communication, Leadership, Team Management, Problem Solving, Time Management, Organizational and Management,

Technical Skills: MS Office (Word, Excel, and PowerPoint)

🔗 Notable Achievements

- Successfully attended the Pathways Career Centre in Asmara, Eritrea, a course developed for potential department heads and General Managers for the future of IHG and emerged 1st
- Oversaw food preparation and production during COVID-19, ensuring 100% food safety procedures were followed.
- Designed and implemented more efficient systems that reduced waste and improved productivity, reducing operation costs by 30%. Nominated for the Protea Hotels Group Leadership Academy at Stellenbosch, Cape town, South Africa.
- Initiated training programs designed to improve communication between departments and improved customer service and client satisfaction by 30%.
- Established a new inventory management system for ingredients and supplies which reduced operating budget waste by 5% and ensured the availability of resources throughout the operations shift.
- Implemented new staff training process, incentive program, and career advancement initiatives to identify, coach, and support 25+ high performers & management trainees.
- Succeeded in increasing hotel sales by 15% within 3 months by researching market trends, prioritizing guests' satisfaction, and overcoming all process challenges

🔗 Professional Work Experience

Operations Manager	▪ Marijani Beach Resort and Spa (Zanzibar)	▪ Apr 2022 – Present
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- Manages the daily operations of a 100+ room hotel, including hiring and training staff, developing schedules, monitoring performance, and resolving guest issues and concerns.
- Oversees all aspects of the front desk operation to ensure that guests are greeted in a friendly manner with efficient check-in/check-out procedures.
- Steers housekeeping functions at maximum efficiency by setting standards for cleanliness and maintaining proper inventory levels.
- Maintains an awareness of current market conditions through regular contact with competitors as well as local economic indicators such as occupancy rates and pricing trends.
- Administers expenses while reducing overall service costs by 5%, ensuring a loyal customer base.
- Spearheads vendor management, procurement, workflow supervision, and revenue goal-setting in a competitive and fast-paced environment.
- Oversees daily operations in the hotel, including scheduling shifts, training new hires, conducting weekly meetings with staff, and resolving employee issues as they arise.

- Develops and implements new marketing strategies which have increased sales and client retain ability by 20%.
- Assisted in developing budgets for each location based on projected revenue and expenses by analyzing financial statements and other data available from accounting systems.
- Builds and maintains relationships with vendors, and negotiates prices saving Ksh.200K annually for the company while maintaining quality products and services provided to customers.

Front Office Manager

- **Hilton Garden Inn, JKIA Nairobi**

ccc ▪ April 2017 – April 2022

- Oversaw daily operations of office with 50+ employees, and answered, screened, and redirected an average of 40 telephone calls with professionalism and efficacy.
- Maintained a detailed knowledge of the company's products and services, pricing, and sales channels to provide accurate information in response to customer inquiries.
- Prepared correspondence (e-mail & hard copy) for management review prior to sending out it to ensure accuracy and completeness.
- Slashed office expenditures by \$35K by negotiating cheaper supply contracts, implementing inventory control, and standardizing ordering procedures.
- Integrated processes, resulting in improved efficiencies of 47% and reduced labor hours of 2.5 hours per week.
- Prepared daily, weekly, and monthly reports, managed schedules, organized office functions, and updated the calendar of appointments.
- Performed basic accounting functions, including cash reconciliations and wire transfers.
- Developed new office procedural guidelines for 25 staff members improving efficiencies by 27%.

Director - Talent Development

- **Elegant Ways Consultants Ltd**

- June 2011 – 2017

- Developed and implemented a comprehensive training program for hotels and restaurants to ensure that all employees are well trained on the client's products, services, and processes.
- Managed the recruitment process for over 100 positions across multiple departments including Sales, Marketing, Finance, Operations, Human Resources, Information Technology (IT), Legal & Compliance, and Risk Management for clients.
- Oversaw the development of job descriptions for open positions in order to attract qualified candidates with specific skill sets required by clients.
- Managed the recruiting process from start to finish including sourcing qualified candidates, scheduling interviews, and making offers.
- Coordinated background checks and drug testing for potential hires before presenting them to management for final approval.
- Developed and implemented a comprehensive talent development strategy that included succession planning, employee engagement, and leadership development.
- Conducted performance reviews for all employees to ensure they were meeting company expectations and goals.
- Collaborated with senior management on strategic initiatives such as business expansion plans and budgeting processes
- Conducted needs assessments to determine training requirements for specific clients' departments and individual employees.
- Evaluated the effectiveness of training programs and provided recommendations for improvements to management.
- Conducted market surveys for hotels and restaurants, and developed risk investment plans and revenue management strategies.

➔Other Position Held

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| <ul style="list-style-type: none"> • Front Office Manager, Ole Sereni hotel (Jan 2011 – Jun 2011) • Front Office Manager, Tribe Hotel (Feb 2008 – Jan 2011) • Duty Manager, Intercontinental Hotel, Nairobi (2006 – 2008) • Assistant Manager, Int. Hotel, Nairobi (2005 – 2008) • Instant Service Center & Tel. Supervisor, Int. Hotel Nairobi (2003 – 2005) | <ul style="list-style-type: none"> • Tel. Operator, Instant Service Center, and Tel. Supervisor (2001 – 2003) • Restaurant /Banquets Supervisor, Sarova Stanley (2000 – 2001) • Restaurant Supervisor, Pavement Club & Café (1999 – 2000) • Casual banquets Supervisor, Thika golf club (May 1999 – Aug 1999) • Banquet Supervisor, Muiko Catering Services 1998 – 1999) |
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➔ Education Background

- Hotel Revenue Management - Cornell University
- Executive Leadership certificate - Cornell University
- Hotel and catering management, ICM
- Kenya Certificate of Secondary Education

➡Other training and courses

- Service leadership Certification
- Customer comes first certification
- Successful supervisory management skills certification
- Protea hotels reservation training (Juiced)
- Protea hotel -implementing guest service standards
- Chaine des Rotisseurs certificate
- Computer training in Office packages
- Certificate of good conduct
- Train the Trainer certification
- Leading with NLP with Carol Talbot
- In training at Jomo Kenyatta University of Agriculture (JKUAT)
- Qualified First aider (Kenya red Cross)
- Trained peer educator on HIV & AIDS(NOPE)
- Trained fire marshal
- Public Image training by School of etiquette

➡References

Available upon request